



# City of Tempe Municipal Court

## *2004 State of the Court*

### **State of the Court**

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# **Tempe Municipal Court**



**To: Mayor and Council  
City of Tempe, Arizona**

**From: Louraine C. Arkfeld  
Presiding Judge  
Tempe Municipal Court**

**Subject: State of the Court**

**Date: January 2004**

## INTRODUCTION

This is the tenth annual State of the Court message presented to Mayor and Council. This is our opportunity to provide you with the current status of the Court by sharing updated information on the overall operations and performance, including accomplishments, revenues, expenditures, and budget issues as well as our future goals.

Our intent is to also create an opportunity for Mayor and Council to provide feedback to the Court. This represents our commitment to open and honest communication as the best way to facilitate the administration of cost effective and quality justice for the citizens of Tempe.

## ACCOMPLISHMENTS

### *Community Outreach*

- Judges continue to provide education services to Tempe schools through the *Kids in Court* program which includes a video and practical exercises.
- The court is committed to making *Law Day* an annual community event after the outstanding success of “Images of Freedom”.
- The creation of a mental health court to address the unique needs of the mentally ill and mitigate recidivism.

### *Customer Services*

- With the addition of a grant funded Court Interpreter position, consistent interpretation services have been provided assuring all court users are receiving equal access to the court.
- The creation of a computer-based training (CBT) module has improved employee training, external training of other court’s staff, and will be installed in a kiosk in the new entry currently under construction. The CBT module has been extremely well received.
- The installation of a video calendar display system now gives litigants a simple, effective way to determine the courtroom in which their matter is being heard.

### *Cost Effectiveness*

- Development of an Interactive Voice Response (IVR) system, in conjunction with Water Utilities, allows customers to pay court sanctions with a credit card using the telephone, reducing workload for employees impacted by staff reductions.
- Home detention is proving to be a viable sentencing option for the court by allowing selected offenders to serve a portion of their sentence in the community, thus reducing jail costs to the city.
- Enhanced collection efforts of county and city jail fees from offenders resulted in a combined collection of \$215,753 since inception.

***Technology Improvements***

- The installation of digital recording to replace outdated analog recording has reduced staff workload for cases on appeal and improved the ability of Judges to listen to important portions of past hearings in making judgments on specific cases.

***Operational Effectiveness***

- The creation of various case aging reports has resulted in improved case management practices and expedited access to justice.
- The court continues to maintain the lowest cost per filing of any comparable municipal court in Maricopa County.
- The external Operational Review conducted by the Supreme Court's Administrative Office of the Courts, confirms the effectiveness of this court.
- The tri-annual external Minimum Accounting Standards audit was completed this past year; again with no findings.

**DISCUSSION**

The continuing and most significant issue we face is the staff reductions as a result of the City's budget cuts. The full impact of those reductions was felt this year. By June 2003, our staffing level was reduced to the same level as 1996. Yet our workload, as measured by filings, has increased by 55.3% since 1996. The City's understandable commitment to no reductions in the Police Department means that these filings will not only continue at present rates, but will most likely increase. With each of these filings come the requirements of public defenders, interpreters, jury trials and other constitutional mandates that ensure all citizens receive equal treatment by the justice system. Dealing with this workload with reduced staff creates continuing challenges. Despite our best efforts at process reengineering and using volunteer hours, it is still a serious operational issue. While everyone continues to do an excellent job, we are seeing an increased need for overtime to maintain our services. Tempe Municipal Court has nearly double the amount of filings per bench officer and per court employee as comparable courts in Maricopa County. Thus, we are extremely concerned with potential employee burn-out, given that everyone is operating full bore all of the time.

Automation continues to be an important tool to help deal with the increasing demands. The Court's case management system, currently being reviewed as a model by other courts throughout the state, continues to be enhanced and improved. The software is currently

being migrated to a new server and programming platform. This ensures both system stability and the ability to enhance for years into the future. We are “live” with an Interactive Voice Response system to allow court customers the opportunity to pay telephonically via credit card 24 hours a day, 7 days a week. In its first two months of existence, 862 transactions for a total amount of \$78,568.63 have been completed. Not only does this enhance the collection of court-ordered fines but it also decreases the number of manual transactions a clerk must handle. This is an important benefit for the reduced staff who can then better address the public physically present at the court. We have also added automated video displays that are updated directly from the case management system. This is another example of up-to-date information being readily available to court customers without requiring additional staff time. Digital recording equipment has replaced outdated analog equipment in all of the courtrooms. This allows quicker access to the record and ease of copying the record for purposes of appeal – and eliminates courtroom frustration with routinely troublesome tapes. Staff also wrote and developed a computer-based training module for court employees. Copies of this have previously been distributed to the Mayor and Council. Not only does this assist with staff training but we also hope to put it on the Court’s website as an information tool for the general public. At this time bandwidth does not permit this option, however, we will be placing it on our kiosk in the lobby of the new Single Point of Entry.

Much of this work has been done in the midst of the constant chaos of construction. The good news is that the long-awaited construction finally began on the Single Point of Entry Project to provide security for the Police/Courts building. The frustration of course is that a year later construction is not yet complete. Kudos are certainly due to everyone, both staff and customers, who have managed to ferret out the latest access route to the Court as well as function to the background of pounding and other construction noises. In addition, interior modifications have been conducted simultaneously to create better security layouts within the building. Staff not only coped during working hours but supervisors volunteered time to monitor off-hour construction projects. Note: a project of last year still remains on hold and that is the remodel of the 3<sup>rd</sup> floor space vacated by the prosecutors. The plan is to provide a larger courtroom and a jury room actually capable of accommodating our citizens who

volunteer their time for jury duty. Presently, the solution for the 3<sup>rd</sup> floor roof evacuation route is still undetermined. Unfortunately, because this is a safety requirement, we cannot proceed to remodel the 3<sup>rd</sup> floor to create the needed courtroom and jury room until that project is completed. This space has now been sitting unoccupied and unused for over a year. Since it is now clear that the Court will be remaining in this facility for the anticipated future, it is our fervent hope that this will be the year that construction and occupation of that much-needed space will be able to proceed.

A project that was discussed last year has now come to fruition. The Mental Health Court docket is now held on a weekly basis. We have 13 currently active participants with new ones being added on a weekly basis. By working as a team with the prosecutor, public defender, treatment providers, and social services, we are seeing defendants being provided with an array of services that are benefiting not only them, but also as a result, their victims and the Tempe community as a whole. It is heartwarming to see the enthusiasm of these individuals as they start to address their problems and realize they have the support of many behind them.

Revenue has been a new challenge this year with the passage of HB 2533 which requires cities to provide to the state 75% of all fines and surcharges collected above the baseline of the 2002-03 fiscal year. While the court's function is not to produce revenues, we have always focused on actively pursuing the enforcement of court orders as essential to the integrity of the system. Fortunately, all of these efforts, which included an enhanced collection program, resulted in not only the highest ever level of revenues to the City in the fiscal year 02-03, but higher than had even been anticipated. This allowed us to establish a baseline that covered all the projections that had been included in the City's budget. So despite the sweep of funds to the state, we have covered all of the projections on which the City was relying. To date, \$163,348.99 in revenue has been paid to the State under this bill, \$67,918.46 of which represents the amount that would have been placed in the City's general revenue fund. A statute passed in the recent special session has sunsetted this provision and, barring any new legislative initiatives in the current legislative session, all court revenues generated for the City's general revenue fund will remain there. In addition,

with the encouragement of the Council, we began assessing jail costs to those defendants with the ability to pay. To date this has resulted in \$215,753 to the general revenue fund. We also started a Home Detention Program to allow eligible defendants to complete jail sentences under home arrest and continue to go to work, while being closely monitored by social services. Not only are the costs of the program borne by the participants, the City no longer incurs jail costs for these defendants.

The Court continues to reach out to the community. In May 2003, we celebrated *Law Day* by conducting an “Images of Freedom” contest for Tempe elementary, middle and high school students. The response was overwhelming and heartwarming, as anyone who observed the results that covered the walls of the Council chambers can attest to. This is in addition to the ongoing *Kids in Court* program which has been presented in schools throughout our community. Many of our employees, both judges and staff, have volunteered countless hours to teach courses and serve on committees that better the justice system.

The positive news is that, even with these demands, staff continues to do an exceptional job. Two external evaluations this year confirm this statement. In the spring the Administrative Office of the Courts conducted a complete operational review of the court, the first since the unfortunate seizure of 1993. The results, presented to the Mayor and Council last June, were outstanding. All operations were found to be in order – an unprecedented result for such a review. The only finding was a concern about the lack of security, an issue outside of the purview of the Court, but nevertheless one that is being addressed by the City and discussed in more detail earlier in this report. A customer service study was also conducted by Arizona State University to evaluate perceptions by both internal and external customers of the Court about the service provided. Again, the results came back with very positive comments. To achieve customer satisfaction, in a venue where people often are not voluntarily appearing, with a staff stretched to its limit, speaks volumes about the quality of the people that serve this Court.

## **CONCLUSION**

The Court is proud of our continuing progress. As we refine our diversity and accountability action plan, it is heartening to see that our policies and procedures have always reflected our commitment to diversity. Attached to this report is a list of our major accomplishments and goals for the future. These are documented on a fiscal year basis. I am pleased to note that several of the FY 2004 goals have already been completed.

Budgetary constraints have been challenging for all departments, but I continue to be impressed by the positive attitude from everyone we work with in the City. Even as each department is stretching its resources, they continue to provide support and service. In particular we appreciate the support we receive from all the members of the Criminal Justice Interdepartmental Working Group, but it is equally true of all parts of Tempe City government and the community.

As always, it is our goal to provide a stable and progressive Court that serves this community by providing effective and efficient administration of justice. We thank you for the continuing opportunity to serve Tempe.

## **ATTACHMENTS**

- Attachment # 1 – Court Mission and Vision Statement
- Attachment # 2 – Accomplishments / Goals Summary
- Attachment # 3 – Maricopa County Municipal Courts Activity Statistics
- Attachment # 4 – Workload Indicators, Criminal and Civil Divisions
- Attachment # 5 – Budget Summary
- Attachment # 6 – Revenue Summary
- Attachment # 7 – Four-year Information Technology Financial Summary



## **COURT MANAGEMENT TEAM**

Tom Brady, *Court Manager*  
Rick Rager, *Deputy Court Manager, Civil Division, Automation Manager*  
Mark Stodola, *Deputy Court Manager, Criminal Division, Budget Manager*  
Carla Davis, *Court Services Supervisor, Financial Services*  
Jennifer Dubois, *Court Services Supervisor, Customer Services, Criminal Division*  
Jacque Frusetta, *Court Services Supervisor, Court Services, Criminal Division*  
Christy Slover, *Court Services Supervisor, Court Services, Civil Division*  
Frankie Valenzuela, *Management Assistant, Administrative Services*  
Jeanette Wiesenhofer, *Court Services Supervisor, Customer Services, Civil Division*

## **INTERNAL DISTRIBUTION**

Mayor and City Council  
Will Manley, *City Manager*  
Marlene Pontrelli, *City Attorney*  
Robert Hubbard, *City Prosecutor*  
Kathy Matz, *City Clerk*  
Ralph Tranter, *Chief of Police*  
Laura Forbes, *Assistant Chief of Police*  
Kevin Kotsur, *Assistant Chief of Police*  
Jay Spradling, *Assistant Chief of Police*  
Brenda Buren, *Fiscal/Research Administrator*  
Ray Markwell, *Operations Support Administrator*  
Valerie Hernandez, *Human Resources Manager*  
Jon O'Connor, *Deputy Human Resources Manager*  
Tom Canasi, *Community Services Manager*  
Judy Tapscott, *Deputy Community Services Manager, Social Services*  
Randy Gross, *Community Relations Manager*  
Mary Fowler, *Communication and Media Relations Director*  
Jerry Hart, *Financial Services Manager*  
Cecilia Velasco-Robles, *Deputy Financial Services Manager, Budget*  
Deborah Bair, *Lead Budget and Research Analyst*  
Tom Mikesell, *Budget and Research Analyst II*  
Gene Obis, *Information Technology Manager*  
Dave Heck, *Deputy Information Technology Manager*  
Ted Hoffman, *Deputy Information Technology Manager*  
Ron Smith, *Applications Supervisor*

## **EXTERNAL DISTRIBUTION**

Honorable Colin Campbell, *Presiding Judge, Superior Court, Maricopa County*  
Marcus Reinkensmeyer, *Court Administrator, Maricopa County*  
Brian Karth, *Court Administrator, Limited Jurisdictions Courts, Maricopa County*  
David K. Byers, *Administrative Director, AOC, Supreme Court*  
Janet Scheiderer, *Court Services Director, AOC, Supreme Court*

## **MISSION**

To contribute to the quality of life in our community by fairly and impartially administering justice in the most effective, efficient, and professional manner possible.

## **VISION**

Work together to serve the public.  
Treat the public and each other with courtesy and respect.  
Be ethical in all that we do.  
Communicate honestly and openly.  
Be sensitive and caring.  
Welcome and value individual differences and diversity.  
Reward well-intentioned and well-reasoned risk taking.  
Praise and reward fully, discipline sparingly.  
Be energetic and hard working.  
Make every day in the Court both positive and productive.

## **FY 2003 ACCOMPLISHMENTS**

- **Staff Court Interpreter** – Using Fill the Gap funds, the court hired a Spanish speaking court interpreter in January of 2003 to provide services to the criminal and civil divisions of the court. This individual has played a major role in providing consistent interpretation services and assuring that all court users are receiving equal access to the court. The move to bring on an interpreter is in perfect concert with the City's proactive response and commitment to diversity in Tempe.
- **Community Connect** - Our Judges continue to provide education services to Tempe schools through the Kids in Court program. This program includes video depicting scenarios in which minors might find themselves within the court system along with several exercises on government and leadership.
- **Law Day**- in an effort to better connect with the community, the court celebrated Law Day by hosting an art contest. Students from Tempe schools used a variety of mediums to express the theme "Images of Freedom." Judges joined City Council members in judging the art and giving out cash prizes to the winners. The court is committed to making Law Day an annual community event in Tempe!
- **Case Aging Reports** - In August 2002, the court began electronic reporting of case aging information on all Driving Under the Influence cases. In 2003, these aging reports have been expanded to include other offense categories. These reports have resulted in improved case management practices.
- **Jail fees** - In January of 2003, the court enhanced its efforts in collecting county and city jail fees from offenders. These efforts lead to a combined collection of \$215,753 since inception.
- **Computer-Based Training (CBT) Module** - The project was completed in June 2003. This interactive module, formatted to a CD-Rom, was developed in cooperation with the ITD Training Coordinator. The CBT Module provides incoming staff (permanent hires, business interns, etc.) with an orientation of court processes that can be completed according to the individual's pace and preferences. A portion of the module which outlines how to address a civil traffic citation or criminal complaint will be available to the public at a kiosk that will be installed as part of the Single Point of Entry building modification.
- **Operational Review** - The Arizona Supreme Court Administrative Office of the Courts (AOC) conducted an operational review. In its conclusions the AOC indicated that "the information gathered during the review indicates the overall administration and operation of the court is effective. The review revealed numerous strengths and only one finding. Further the one finding is a security issue over which the court has limited control. The court should be commended for their high level of efficiency and methods of appropriate case management."
- **Customer Service** - Continued to emphasize respect for and positive interaction with both internal and external court customers.

## Tempe Municipal Court

- **Citation Auditing** – Court staff worked with police staff to develop an automated tracking process to ensure that all citations filed by the police department have indeed been entered in the court's case management system. This process also includes dispositions. The police department is required by statute to periodically audit case filing information.
- **Mission/Vision** - Continuing dialog and review to ensure that the purpose of the court and related values are used as a template for court operations and management.
- **Case and Financial Management Software** - Completed 11 significant enhancements to the court software for improved interfaces with internal and external agencies, improved business process flow, and reporting requirements. We continue to utilize automation as a means to mitigate reduced staffing resources.
- **Filing Cost** - Continued to maintain the lowest cost per filing of any comparable municipal court in Maricopa County.
- **Workload** - Continued to provide quality service with the highest workload per staff member of any comparable municipal court in Maricopa County as measured by filings.
- **Data Entry and Search and Boot Screen Conversions** - The court utilized a contract programmer to convert existing data entry screens into a more stable, efficient, user-friendly application; the benefit of which will be further demonstrated upon migration of the case management system. This project was completed on May 19, 2003.
- **Criminal Justice System Connect** - Judges and court staff continue to participate in post academy orientation for new officers joining Tempe Police Department. This interactive session allows officers to ask questions about their role in the courtroom and receive technical training on court calendars, hearings etc. This training speaks to the court's desire to insure that the police and the court communicate effectively and as a result, the community receives quality services.

## **FY 2004 GOALS**

- **Single Point of Entry** - The single point of entry project, affecting the court, police and prosecutor began in January 2003. When completed, all entrants to the Police/Courts Building will go through a security screening process. This improvement will not only finally address the lack of security in our facility but will improve the building's future functionality as a City facility.
- **Mental Health Court**- In June of 2003, the court established a working group consisting of prosecutors, attorneys, police and mental health officials to develop a mental health court in Tempe. This court will help address the unique needs of the mentally ill with the goal of providing specialized interventions that will mitigate the chances of their re-offending. Initial dockets began in December 2003. COMPLETED AND ONGOING
- **Security Modifications** – In the Administrative Office of the Court's March 2003 Operational Review, it was noted that there was a general lack of security measures to insure the safety of both court staff and the general public. In addition to the Single Point of Entry building addition that is currently under construction, the court is in process of making other modifications to increase the safety and welfare of all staff and persons conducting business with the court. After consulting with and getting feedback from all court personnel, plans include counter reconfigurations including the installation of safety glass, new doors in the counter area, and courtroom gates to more effectively separate court staff and the public. These changes will provide increased safety to both staff and the general public.
- **Courtroom / Jury Assembly Addition** - The court will add another courtroom on the building's third floor in the space that was vacated by City Prosecutors. This courtroom will be larger than any of the existing courtrooms, and will allow the hearing of matters such as arraignments that involve large numbers of people. This is necessary given the increased size of court dockets. A jury assembly room will also be added providing greater capacity and comfort for jurors during the jury process. The inadequate size of our current jury room is the most consistent complaint on juror surveys. When not needed for juries, this room will also function as a training/conference room for court staff. Because of safety mandates, construction of the courtroom and jury room is contingent upon completion of the 3<sup>rd</sup> floor evacuation route. Emergency exiting on the third floor is currently under design and review and until this exiting has been provided, one-half of the third floor will not be able to be remodeled or used.
- **Interactive Voice Response (IVR)** – This project was developed in partnership with Water Utility's Customer Service and Billing. The court's IVR system allows customers to pay court sanctions with a credit card over a telephone, 24 hours per day, and seven days per week. The court's IVR system became operational on December 8, 2003. This strategic application of technology is intended to help offset staff reductions. In December 2003, 410 transactions were processed amounting in \$35,549.51 in court payments. From January 1-26, 2004, 452 payments totaling \$43,019.12 have been processed via IVR for a grand total since inception of 862 transactions, \$78,568.63. So far, automated payment processing has resulted in an estimated savings of nearly 15 working hours per week and has enabled staff to concentrate on other court functions. It is anticipated that IVR will result in greater time savings as its availability becomes more widely known. COMPLETED

## Tempe Municipal Court

- **Home Detention-** In order to increase the viable sentencing options for the court, a home detention program is being developed for selected offenders who would be allowed to serve a portion of their sentence in the community. It is believed that the use of home detention coupled with electronic monitoring will result a reduction of jail costs to the city while allowing the court additional flexibility in its sentencing options. COMPLETED
- **Audio Digital Recording** - The court began digitally recording courtroom proceedings on September 22, 2003. This process has improved the overall quality of the record and aided in the retrieval of cases on appeal and assisted with public requests. COMPLETED
- **Electronic Disposition Reporting** - The court continues to work with the Police Department, the Administrative Office of the Courts, and the Department of Public Safety to allow for the electronic reporting of criminal case dispositions, thereby improving the timeliness and integrity of criminal history information.
- **Calendar Display System** – Since December 19, 2003 the court has been displaying scheduled events on monitors outside each courtroom. This project has made it easier for litigants to find the courtroom in which their matter is taking place. Large queuing monitors will be placed in the Single Point of Entry lobby, upon its completion, to better direct the public to courtrooms on multiple floors. NEARLY COMPLETE
- **Search and Boot Screens** – The Search and Boot screens for parking scofflaws were improved to expand the ability for court staff to search the database based upon a greater array of information. The time for processing a matter where a vehicle has been immobilized for non-payment of court obligations was also significantly reduced. The search and boot screen modifications were completed and put into production on September 11, 2003. COMPLETED
- **System Migration** – Court and ITD staff are in the process of making case management system (CMS) modifications and rewriting applications in order to migrate the CMS off of the court's HP e3000 server. The HP e3000 is becoming obsolete and will soon be unsupported. The court had been assessing the possibility of moving to a statewide application, known as AZTEC, but the Supreme Court determined that system is nearing the end of its life cycle. Given that there currently is no suitable statewide replacement, the court must migrate its CMS in order to ensure system stability and to continue to maintain some of the lowest staffing ratios in the state.
- **Continual Review of Court Policy and Procedures to Assess Effectiveness** - In light of budget cuts as well as reduction in staff personnel, the court is constantly looking for efficient, cost effective ways to increase its effectiveness. Examples include the addition of a grant funded court interpreter, the development of electronic monitoring as an option to jail incarceration, and jail cost reimbursement. The court's commitment to Tempe is to continue to meet all required legal mandates within the current budget constraint.

## **MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FOR FISCAL YEAR 2002/2003**

Comparing various workload, output, and productivity measures, of select municipal courts in Maricopa County support findings of the external operational review and the external financial audit conducted this fiscal year. Benchmark figures are attached to allow for further analysis. Certain objective measures are key indicators of efficiency. For example:

- Tempe Municipal Court ranks third in Maricopa County in terms of case filings (behind Phoenix and Mesa Courts). Tempe Municipal Court is fourth largest municipal court in the state.
- Tempe Municipal Court's filings account for just over 10 percent of the total municipal court filings in Maricopa County.
- Tempe Municipal Court has the highest ratio of revenue to expenditures; almost 2.5:1 (\$2.50 in revenue for every \$1.00 spent for court operations).
- Tempe Municipal Court has nearly double the amount of filings per bench officer and per court employee as comparable courts in Maricopa County.
- Tempe Municipal Court maintains the lowest cost per filing of comparable courts (\$27 per filing), which is less than half the average cost per filing in Maricopa County (\$59).
- Tempe Municipal Court has the lowest revenue per filing of comparable courts, due in large part to the number of parking violations, which constitute some of the lowest assessed fine amounts.

## MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FY 2002/2003

### COURT FILINGS

	<u>CRIMINAL TRAFFIC</u>	<u>MISDEMEANOR</u>	<u>CIVIL TRAFFIC</u>	<u>ORDINANCE</u>	<u>TOTAL</u>	<u>% TO COUNTY</u>
CHANDLER	4,934	7,276	35,616	722	48,548	5.48%
GLENDALE	7,931	7,912	39,314	1,721	56,878	6.38%
SCOTTSDALE	10,545	8,385	62,481	15,584	96,995	9.35%
TEMPE	7,174	13,536	61,729	33,281	115,720	10.02%
MESA	17,236	18,633	84,558	3,048	123,475	14.15%
PHOENIX	56,584	36,976	252,239	39,763	385,562	40.29%
MARICOPA CO	118,965	106,599	634,105	95,337	955,006	100.00%

### COURT REVENUES AND EXPENDITURES

	<u>REVENUE</u>	<u>EXPENDITURES</u>	<u>REVENUE PER FILING</u>	<u>EXPENDITURE PER FILING</u>	<u>\$ RATIO REVENUE TO EXPENDITURE</u>
CHANDLER	\$4,361,215	\$2,814,657	\$90	\$58	\$1.55:\$1
GLENDALE	\$5,141,886	\$3,150,687	\$90	\$55	\$1.63:\$1
SCOTTSDALE	\$8,805,279	\$3,826,306	\$91	\$39	\$2.30:\$1
TEMPE	\$7,822,254	\$3,147,653	\$68	\$27	\$2.49:\$1
MESA	\$11,873,853	\$5,736,857	\$96	\$46	\$2.07:\$1
PHOENIX	\$31,311,501	\$31,056,210	\$81	\$81	\$1.01:\$1
MARICOPA CO	\$79,736,182	\$55,983,959	\$83	\$59	\$1.42:\$1

### COURT STAFFING

	<u>JUDGES</u>	<u>HEARING OFFICERS</u>	<u>CLERKS</u>	<u>FILINGS PER JUDGE</u>	<u>FILINGS PER HEARING OFFICER</u>	<u>FILINGS PER BENCH OFFICER</u>	<u>FILINGS PER CLERK</u>	<u>NUMBER OF SECURITY OFFICERS</u>
CHANDLER	4	1	37	3,053	36,338	9,710	1,312	3.5
GLENDALE	3	2	30	5,281	20,518	11,376	1,896	4
SCOTTSDALE	5	1	44	3,786	78,065	16,166	2,204	6
TEMPE	3	2	27	6,903	47,505	23,144	4,286	0
MESA	7	2	78	5,124	43,803	13,719	1,583	6
PHOENIX	24	4	316	3,898	73,001	13,770	1,220	16 + 4 PD
MARICOPA CO	NOT AVAILABLE	N/A	N/A	N/A	N/A	N/A	N/A	N/A



## COURT TRIALS AND HEARINGS

	<u>NON -JURY</u>		<u>CIVIL</u>	<u>TOTAL TRIALS</u>	<u>% FILINGS</u>	<u>% FILINGS</u>	<u>% FILINGS</u>
	<u>TRIALS</u>	<u>JURY TRIALS</u>	<u>HEARINGS</u>	<u>/ HEARINGS</u>	<u>THAT GO TO</u>	<u>FILINGS</u>	<u>THAT GO</u>
					<u>TRIAL</u>	<u>TO CIVIL</u>	<u>TO TRIAL</u>
						<u>HEARING</u>	<u>OR</u>
							<u>HEARING</u>
CHANDLER	895	35	1,053	1,983	7.62%	2.96%	4.08%
GLENDALE	94	4	395	493	0.62%	1.00%	0.87%
SCOTTSDALE	384	63	1,218	1,665	2.36%	1.95%	1.72%
TEMPE	193	22	3,069	3,284	1.04%	4.97%	2.84%
MESA	593	59	2,659	3,311	1.82%	3.14%	2.68%
PHOENIX	1,356	370	5,944	7,670	1.84%	2.36%	1.99%
MARICOPA CO	3,883	615	16,692	21,190	1.99%	2.63%	2.22%

### NOTES:

\*Maricopa County personnel "totals" are not yet available.

\*Personnel, Expenditures and Revenues have not yet been audited by the Supreme Court.

\*This information is provided to the Supreme Court in accordance with annual reporting requirements.

\*The 6 courts listed above represent 87% of the caseload in Maricopa County

TEMPE MUNICIPAL COURT  
CRIMINAL DIVISION  
WORKLOAD INDICATORS  
FY 2002/2003

ACTIVITY	FY 2001/2002 TOTAL	FY 2002/2003 TOTAL	PERCENT CHANGE	FY 2003/2004 PROJECTED	PERCENT CHANGE
Cases Filed	10,522	14,034	33%	14,432	3%
Charges Filed	25,530	30,519	20%	31,892	4%
Prisoners	7,294	8,308	14%	9,190	11%
Courtroom # 4 Activity	5,867	6,767	15%	7,648	13%
Jail Activity	1,427	1,541	8%	1,484	-4%
Initial Appearances (Jail)	5,827	6,410	10%	5,998	-6%
Arraignments	5,805	8,027	38%	8,494	6%
Final Adjudication	1,603	2,181	36%	2,498	15%
Pre-Trial Conferences	6,949	9,184	32%	11,804	29%
Trials	160	215	34%	256	19%
Non-Jury	152	196	29%	244	24%
Jury	8	19	138%	12	-37%
Petitions Filed	620	628	1%	820	31%
Orders of Protection	375	417	11%	504	21%
Injunction Prohibiting Harrassment	245	211	-14%	316	50%
Other Courtroom Activity	2,423	2,770	14%	3,508	27%
Correspondence Received	9,718	14,291	47%	13,070	-9%
Returned Mail	3,273	2,658	-19%	1,602	-40%
Certified Mail	7,233	9,631	33%	11,064	15%
Motions	16,200	19,184	18%	18,196	-5%
MTC State	1,981	1,905	-4%	1,680	-12%
MTC Defense	2,388	2,481	4%	2,552	3%
MTC Pro Per	3,720	5,625	51%	5,816	3%
MTC Public Defender	1,078	887	-18%	940	6%
MTD State	5,356	6,836	28%	6,364	-7%
MTD Defense	58	38	-34%	32	-16%
MTD Pro Per	16	23	44%	26	13%
MTD Public Defender	10	12	20%	22	83%
Other Motions	1,725	1,377	-20%	964	-30%
Warrants Issued	6,068	7,871	30%	8,992	14%
Appeals	30	27	-10%	16	-41%

TEMPE MUNICIPAL COURT  
CIVIL DIVISION  
WORKLOAD INDICATORS  
FY 2002/2003

ACTIVITY	FY 2001/2002 TOTAL	FY 2002/2003 TOTAL	PERCENT CHANGE	FY 2003/2004 PROJECTED	PERCENT CHANGE FY 2003 TO FY 2004
Cases Filed	52,973	70,432	33%	65,920	-6%
Charges Filed	65,518	87,474	34%	83,640	-4%
Parking	20,977	32,476	55%	31,928	-2%
Traffic & Miscellaneous	35,462	43,380	22%	45,558	5%
Photo Radar	9,079	11,618	28%	7,588	-35%
Speeding	8,347	11,057	32%	7,196	-35%
Red Light	732	561	-23%	392	-30%
Arraignments	5,575	6,795	22%	6,678	-2%
Courtroom 5	3,220	3,815	18%	3,896	2%
Final Adjudication	N/A	1,565	N/A	N/A	N/A
Courtroom 6	2,355	2,980	27%	2,782	-7%
Final Adjudication	N/A	1,460	N/A	N/A	N/A
Motions	3,239	3,826	18%	3,664	-4%
Courtroom 5	2,075	2,438	17%	2,422	-1%
Courtroom 6	1,164	1,388	19%	1,242	-11%
Hearings	2,505	3,069	23%	2,410	-21%
Courtroom 5	1,344	1,652	23%	1,090	-34%
Courtroom 6	1,161	1,417	22%	1,320	-7%
FTA Defaults	16,112	20,884	30%	21,006	1%
Appeals	40	43	8%	26	-40%
Civil Correspondence Received	21,508	22,356	4%	30,610	37%
Returned Mail	N/A	9,949	N/A	N/A	N/A
DDS Completions	9,452	12,446	32%	10,960	-12%
AZDDS	5,553	7,444	34%	6,654	-11%
NSC	3,899	5,002	28%	4,306	-14%
DDS Continuances	3,346	4,215	26%	3,106	-26%
AZDDS	1,250	1,478	18%	1,086	-27%
NSC	2,096	2,737	31%	2,020	-26%
Bicycle Diversion Completions	93	66	-29%	148	124%
Summons and Complaints	8,675	16,493	90%	16,776	2%
Complaints Issued	8,199	15,663	91%	16,184	3%
Complaints Reissued	476	830	74%	592	-29%
Cashier Activity	32,154	39,822	24%	40,636	2%
Mail Payments Posted	7,230	10,652	47%	10,078	-5%
Financial Services Interviews	5,872	7,692	31%	9,780	27%
Lockbox Payments	13,422	20,707	54%	18,838	-9%
IVR Payments	N/A	N/A	N/A	820	N/A

Fiscal Year 2004  
as of December 31, 2003

**BUDGET SUMMARY**  
**PROJECTED**  
**CONSOLIDATED EXPENDITURES FOR ALL COST CENTERS**  
**FY 2003/2004**

**BUDGET SUMMARY**

ACCT #	ACCT DESC	1410	1411	1412	1400 ROLLUP	03/04 BUDGET	+ / - BUDGET
6201	OFFICE SUPPLIES	1,077.86	3,010.56	5,450.02	9,538.44	12,700.00	3,161.56
6305	CLOTHING	1,008.00			1,008.00	600.00	(408.00)
6351	MINOR EQUIPMENT	453.26			453.26	1,000.00	546.74
6370	PRINTING & COPY	348.52	9,805.66	6,717.44	16,871.62	13,000.00	(3,871.62)
6505	BOOKS & PUBLICATIONS	3,215.68			3,215.68	2,000.00	(1,215.68)
6513	FIRST AID	0.00			0.00	250.00	250.00
6514	AWARDS	877.68			877.68	1,000.00	122.32
6599	MISCELLANEOUS	30.24			30.24	1,000.00	969.76
TOTAL	MATERIALS & SUPPLIES	7,011.24	12,816.22	12,167.46	31,994.92	31,550.00	(444.92)
6656	CONSULTANTS -- Interpreters		17,170.00	11,530.00	28,700.00	14,000.00	(14,700.00)
6665	JURY FEES		12,518.46		12,518.46	16,690.00	4,171.54
6668	LEGAL FEES -- Pro Tems	107,650.10			107,650.10	110,000.00	2,349.90
6669	COLLECTION FEES			2,869.40	2,869.40	4,500.00	1,630.60
6670	PUBLIC DEFENDER FEES	128,988.96			128,988.96	135,370.00	6,381.04
6672	CONTRACTED SERVICES	0.00	1,787.00	0.00	1,787.00	6,700.00	4,913.00
6688	OFF-SITE STORAGE	838.42			838.42	1,129.00	290.58
6693	LAUNDRY	22.52			22.52	300.00	277.48
6701	CELL PHONE CHARGES	0.00			0.00	211.00	211.00
6702	TELECOMMUNICATION SVCS-Pagers	820.18			820.18	0.00	(820.18)
6704	POSTAGE	65.54			65.54	125.00	59.46
6716	MEMBERSHIP & SUBSCRIPTION	5,199.00			5,199.00	3,647.00	(1,552.00)
6753	OUTSIDE PRINTING	0.00	7,456.32	2,793.60	10,249.92	15,200.00	4,950.08
6755	DUPLICATING		1,711.54	1,023.64	2,735.18	3,000.00	264.82
6856	EQUIPMENT REPAIR	59.18	0.00	0.00	59.18	2,825.00	2,765.82
6906	EQUIPMENT RENTAL		8,984.76	4,981.24	13,966.00	12,000.00	(1,966.00)
6990	LICENSES	0.00			0.00	500.00	500.00
TOTAL	FEES & SERVICES	243,643.90	49,628.08	23,197.88	316,469.86	326,197.00	9,727.14
7401	TRAINING & SEMINAR	6,070.00			6,070.00	2,595.00	(3,475.00)
7403	TRAVEL EXPENSES	2,569.56			2,569.56	5,094.00	2,524.44
7404	LOCAL MEETINGS	865.88			865.88	760.00	(105.88)
TOTAL	TRAINING & SEMINAR	9,505.44	0.00	0.00	9,505.44	8,449.00	(1,056.44)
TOTAL	TOTAL BY COST CENTER	260,160.58	62,444.30	35,365.34	357,970.22	366,196.00	8,225.78

Fiscal Year 2004  
as of December 31, 2003

REVENUE SUMMARY  
2003/2004

ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES	CURRENT MONTHLY AVERAGE	CURRENT FY PROJECTED
4601 PARKING FINES	502,327.09	229,316.00	38,219.33	458,632.00
4602 TRAFFIC FINES	1,503,844.25	845,332.10	140,888.68	1,690,664.20
4603 CRIMINAL FINES	856,778.99	483,833.52	80,638.92	967,667.04
4604 PUBLIC DEFENDER FEES	65,896.25	25,634.62	4,272.44	51,269.24
4605 FORFEITURES	111,760.00	64,540.50	10,756.75	129,081.00
4607 NEIGHBORHOOD ENHANCEMENT	12,694.53	7,377.50	1,229.58	14,755.00
4612 DDS COURT DIVERSION	507,584.00	258,552.00	43,092.00	517,104.00
4616 SMOKING ORDINANCE FINES	800.00	5.00	0.83	10.00
4617 DDS OUT OF STATE DIVERSION	3,528.00	1,344.00	224.00	2,688.00
4621 DEFAULT FEES	314,696.18	138,146.86	23,024.48	276,293.72
4624 BOOT FEES / PARKING	4,290.01	2,400.00	400.00	4,800.00
4627 COUNTY JAIL FEE	55,578.21	99,218.82	16,536.47	198,437.64
4628 COPIES AND TAPES	8,995.00	5,285.66	880.94	10,571.32
4636 PROCESS SERVICE	16,608.00	4,432.70	738.78	8,865.40
4640 SURETY BOND FORFEITURES	7,700.00	2,000.00	333.33	4,000.00
4643 RENTAL HOUSING CODE FINE	499.86	300.00	50.00	600.00
4648 CONTEMPT CHARGES	500.00		-	-
4653 CITY JAIL FEE	23,398.00	37,559.00	6,259.83	75,118.00
4949 OTHER	3,424.20	3,162.74	527.12	6,325.48
TOTAL	4,000,902.57	2,208,441.02	368,073.50	4,416,882.04
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES	CURRENT MONTHLY AVERAGE	CURRENT FY PROJECTED
4641 PUBLIC SAFETY ENHANCEMENT FUND	364,249.63	207,911.71	34,651.95	415,823.42
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES	CURRENT MONTHLY AVERAGE	CURRENT FY PROJECTED
4632 COURT USER FEE (CEF)	448,093.99	212,755.30	35,459.22	425,510.60
4851 INTEREST ACCRUED	15,178.20	8,946.98	1,491.16	17,893.96
4853 GAIN / LOSS ON INVESTMENT			-	-
TOTAL	463,272.19	221,702.28	36,950.38	443,404.56
GRAND TOTAL	4,464,174.76	2,291,502.97	381,917.16	4,583,005.94

Four-year Information Technology Financial Summary

<b>Revenues:</b>	<b>FY2003/2004</b>	<b>FY2004/05</b>	<b>FY2005/06</b>	<b>FY2006/07</b>
Balance Carryover:	\$ 464,585	\$ 263,689	\$ 31,489	\$ 54,289
Projected Revenues:	\$ 444,000	\$ 400,000	\$ 400,000	\$ 400,000
<b>Sub Total:</b>	<b>\$ 908,585</b>	<b>\$ 663,689</b>	<b>\$ 431,489</b>	<b>\$ 454,289</b>
<b>EXPENDITURES:</b>	<b>FY2003/2004</b>	<b>FY2004/05</b>	<b>FY2005/2006</b>	<b>FY2006/2007</b>
FY 2004 Current Expenditures (as of 12/31/03)	\$ 140,696			
System Migration & Web Conversion - Programmers	\$ 140,000	\$ 280,000	\$ 75,000	\$ 50,000
Electronic Disposition Reporting to D.P.S.	\$ 20,500	\$ 20,000		
Domestic Violence Info. to AOC Phase II (mandate)		\$ 10,000	\$ 10,000	\$ 10,000
TAB Maintenance Agreement, Annual Costs	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200
Police Radios for Panic Alarms, Annual costs	\$ 6,000	\$ 3,000	\$ 3,000	\$ 3,000
WENDELL Connection to Supreme Court T1 Line--Annual Cost	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000
Daily transmission of full database to AOC Data Warehouse--mandate		\$ 20,000	\$ 10,000	\$ 10,000
E-government for Court			\$ 50,000	
Check payments by telephone		\$ 20,000		
Electronic TF of Funds for those on contracts			\$ 20,000	
Document Imaging integrated w/case mgmt system			\$ 25,000	
Public Access to case mgmt system via Internet			\$ 20,000	
On-line Jury deferral via Internet and IVR deferral				\$ 17,500
E-Filing of Court documents				\$ 40,000
Video Conference system w/jail for IA, Arrn, etc.				\$ 35,000
Fingerprint Scanners for Crim. Divisions, Imaging Proj.			\$25,000	\$ 25,000
Federal Tax Intercept Program Interface				\$ 20,000
Appeals, electronic interface w/Superior Court				\$ 15,000
Civil Traffic arraignments via Internet				\$ 25,000
Bar Coding			\$25,000	\$ 20,000
Database License/Maintenance	\$ 80,000	\$ 35,000	\$ 35,000	\$ 35,000
<b>Sub Total:</b>	<b>\$ 391,396</b>	<b>\$ 392,200</b>	<b>\$ 302,200</b>	<b>\$ 309,700</b>
1st and Second Floor Security Remodel	\$ 65,000			
3rd Floor Remodel (Jury Assembly/Trng Room) + furnishings & equipment	\$ 49,500	\$ 115,000	\$ 75,000	
3rd Floor Remodel (Courtroom/Offices/Furnishings/Equipment)	\$ 125,000	\$ 125,000		
Court Security - 12 Trilogy Locking Devices/Software	\$ 11,000			
Exterior Lockboxes (2)	\$ 3,000			
<b>Sub Total:</b>	<b>\$ 253,500</b>	<b>\$ 240,000</b>	<b>\$ 75,000</b>	<b>\$ -</b>
<b>TOTAL EXPENSES:</b>	<b>\$ 644,896</b>	<b>\$ 632,200</b>	<b>\$ 377,200</b>	<b>\$ 309,700</b>
<b>TOTAL REVENUES:</b>	<b>\$ 908,585</b>	<b>\$ 663,689</b>	<b>\$ 431,489</b>	<b>\$ 454,289</b>
<b>BALANCE:</b>	<b>\$ 263,689</b>	<b>\$ 31,489</b>	<b>\$ 54,289</b>	<b>\$ 144,589</b>